

TO: Les White, Dan McFadden, Deanna Santana
FROM: Eva Terrazas
DATE: February 6, 2007
RE: CitiStat: Austin

I had a conversation with Shannon Syzmnczak, Corporate Budget Manager in Austin's City Manager's Office, regarding CitiStat.

Shannon mentioned that Austin did not incorporate a CitiStat Program because the Manager and other key staff felt the time requirement to hold bi-weekly meetings was "over the top." They also felt that performance measures should be developed to start a conversation, not to be a confrontation.

Austin instituted Managing for Results several years ago. This strategy incorporates a very comprehensive Business Planning process, which establishes very clear departmental goals, objectives, and performance measures. They look at key indicators each quarter and analyze certain indicators yearly and compare to the prior year.

Austin has a manager form of government.

The following link connects you to their ePerformance Measures which allows citizens to look at performance measures by department.

<http://www.ci.austin.tx.us/budget/eperf/index.cfm>

Shannon 512.974.2575